

Warehouse Clerk

Introduction

Warehouse clerks carry out administration work in warehouses. This involves keeping accurate records of, for example, stock and orders. They often use computer systems to help them do this. Clerks/administrative assistants deal with a variety of people on the telephone and in person.

Also known as

- Clerk, Warehouse
- Store/Warehouse Clerk
- Administrative Assistant - Warehouse



Work Activities

Warehouse clerks/administrative assistants handle the clerical work in warehouses. Some could be based in an office; others might spend much of their time in the warehouse itself.

Their tasks vary depending on the sort of company they work for. Usually, warehouse clerks are responsible for dealing with any administration relating to the warehouse stock.

They deal with goods notes when stock is delivered, keep a record of the stock held at the warehouse (and where it is stored), and might also prepare invoices. They are sometimes involved in stock control, keeping track of the number and type of different items in the warehouse.

They might be responsible for ordering goods and choosing an area in the warehouse to store them, although a warehouse assistant might do this work. Warehouse clerks often use computers in their work; for example, they might:

- order goods
- keep track of stock
- enter details of returned items
- print out reports for managers
- produce lists of goods to be picked out for delivery
- store and update suppliers' and customers' addresses.

Warehouse clerks deal with customers and with suppliers to chase orders, organise delivery times or sort out problems. They also liaise with members of staff from other departments, such as when they collect delivery notes from the warehouse or pass invoices to the accounts department.

The warehouse clerk could also be responsible for other duties such as filing, making and receiving telephone calls, and ordering stationery and warehouse equipment.

Not all companies that have warehouses employ clerks specifically for this work. In some organisations, general clerical workers do some of the tasks of a warehouse clerk.

In a small company, warehouse assistants, who do the practical tasks within a warehouse such as the loading and unloading of goods from lorries, might also deal with some of the administration.

Being able to read, write and speak Welsh may be an advantage when you're looking for work in Wales.

Personal Qualities and Skills

As a warehouse clerk/administrative assistant, you'll need to have:

- Good number skills.
- Some IT user skills, for example, spreadsheets or data input.

- Good communication skills to deal with a variety of people.
- Common sense.
- A good telephone manner.

You'll need to be able to:

- Work as part of a team.
- Organise your work.
- Write neatly.
- Use your initiative.
- Follow health and safety procedures in the warehouse.
- Pay attention to detail.

Pay and Opportunities

Pay

The pay rates given below are approximate.

Warehouse clerks/administrative assistants earn in the range of £15,000 - £17,000 a year, rising to £20,500 - £25,500 a year.

Hours of work

Warehouse clerks usually work a 37- to 40-hour week, Monday to Friday, and some Saturday working might be required. Overtime could also be available.

Where could I work?

Employers include major retail and manufacturing companies, warehousing and distribution firms, central and local government departments, the health service and the armed forces.

Opportunities for warehouse clerks/administrative assistants occur in towns and cities throughout the UK. Some distribution centres are in rural areas near motorway junctions.

Where are vacancies advertised?

Vacancies are advertised in local newspapers, on job boards and employers' websites, on Universal Jobmatch, and at Jobcentre Plus.

Entry Routes and Training

Entry routes

You can enter this career by applying directly for vacancies. Applicants usually have some IT and clerical/finance skills.

Intermediate Level Apprenticeships and Advanced Level Apprenticeships might be available in your area.

Training

Employers usually give some on-the-job training. Training in general clerical/finance work is available, sometimes through day-release to college, leading to nationally recognised qualifications.

These include a variety of diplomas and certificates offered by Edexcel (BTEC), OCR, EDI and City & Guilds.

It might be possible to work towards a qualification in Warehousing and Storage such as:

- an Award at level 1
- a Certificate at level 1 or 2
- a Diploma at level 3.

You might work towards a qualification such as an:

- NVQ Award in Business and Administration at level 1 or 2

- NVQ Certificate in Business and Administration at level 1-3
- NVQ Diploma in Business and Administration at level 2-3
- NVQ Certificate in Customer Service at level 1 or 2
- NVQ Diploma in Customer Service at level 3.

Progression

Warehouse clerks can progress to team leader, supervisor and manager posts after further training and experience.

Qualifications

Formal qualifications are not always required for entry to this job, although employers might look for some GCSEs at grade C or above, including English and Maths, together with some IT user skills.

Employers might accept alternative work-related qualifications in business subjects, such as an Edexcel (BTEC) Level 2 First qualification.

Adult Opportunities

Age limits

It is illegal for any organisation to set age limits for entry to employment, education or training, unless they can show there is a real need to have these limits.

Entry

Some entrants have relevant skills in, for example, information technology and/or office administration.

You might be able to take an Intermediate Level Apprenticeship or an Advanced Level Apprenticeship.

Courses

Colleges will usually consider applications from adults who do not meet their usual entry requirements. You should check the admissions policy of individual colleges.

Distance learning

A large number of centres offer relevant distance learning courses in IT user skills such as word processing, spreadsheets and databases.

Statistics

- 27% of clerks work part-time.
- 8% of clerks have flexible hours.
- 4% of employees work on a temporary basis.

Further Information

Contacts

- **Apprenticeships: Get In. Go Far**
National Apprenticeship Service (NAS)
Website: www.apprenticeships.org.uk
- **Skills Development Scotland - Modern Apprenticeships**
Tel: 0800 9178000
Email: info@skillsdevelopmentscotland.co.uk
Website: www.myworldofwork.co.uk/modernapprenticeships
- **City & Guilds**
Address: 1 Giltspur Street, London EC1A 9DD
Tel: 020 7294 2468
Website: www.cityandguilds.com

- **Improve Ltd**
Skills for food and drink industries
Website: www.improveltd.co.uk
- **Tasty Careers**
Food and drink careers
Website: tastycareers.org.uk
- **National Skills Academy for Retail**
Address: 4th Floor, 93 Newman Street, London W1T 3EZ
Tel: 020 7462 5060
Website: www.nsaforretail.com
- **Chartered Institute of Logistics and Transport (CILT UK)**
Address: Earlstrees Court, Earlstrees Road, Corby, Northamptonshire NN17 4AX
Tel: 01536 740100
Email: enquiry@ciltuk.org.uk
Website: www.ciltuk.org.uk
- **Careers Wales - Welsh Apprenticeships**
Tel: 0800 028 4844
Website: ams.careerswales.com/

Related Careers

- Office Receptionist
- Post Room Assistant
- Telephonist
- School Secretary
- Agricultural Administrator
- Bilingual Secretary
- Legal Secretary
- Medical Secretary
- Personal Assistant
- Payroll Assistant
- Secretary
- Administrative Assistant
- Receptionist